

# **NURSING HOME SURVEY REPORT**

(Pursuant to Section 323 of Public Act 122 of 1999)

**September 2000**

*Bureau of Health Systems  
Michigan Department of Consumer & Industry Services*



Serving Michigan...Serving You

## **Introduction**

Section 323 of Public Act 122 of 1999, requires that the Department report to the appropriations subcommittees and fiscal agencies information on the following: surveys conducted, surveys requiring follow-up, the number of referrals to the Michigan Public Health Institute for remediation, the number of citations per home, night and weekend complaints filed, night and weekend responses to complaints, and the average length of time for the department to respond to a complaint.

The information provided is based on data for the period March 1, 2000 to August 28, 2000.

a.	The number of standard surveys conducted	205
	The number of complaint surveys conducted	535
b.	The number of standard surveys requiring follow-up (First, second, third revisit)	109
	The number of complaint surveys requiring follow-up (First, second, third revisit)	187
c.	The number (of facilities) referred to the Michigan Public Health Institute for remediation	48
	The number of Michigan Public Health Institute remediations, e.g. pressure sore or resident rights in-services, clinical advisors, temporary managers	105
d.	The number of citations per home (standard surveys) (This is based on 2,141 citations for 205 homes)	10.44
	The number of citations per home (complaint surveys) (This is based on 496 citations for 281 homes)	1.76
e.	The number of night and weekend complaints filed (The number of complaints received after business hours or on weekends.)	78
f.	The number of night and weekend responses (initial on-site investigation contact after business hours or on weekends) to complaints conducted by the Department	01

**Note: The nature of a complaint determines whether an off-hours investigation is required. All complaints received off hours do not require a weekend or evening response. A complaint alleging lack of activities for residents can be investigated through review of records and interview of residents during normal business hours.**

**Note: The percentage of off-hours standard surveys (10.7%) meets the Health Care Financing Administration's requirement of 10% off-hours surveys.**

- g. The average length of time (in days) for the department to respond to a complaint filed against a nursing home
  - 1. Acknowledgment of receipt of complaint 0.46 days
  - 2. Investigation conducted 24.71 days
- h. The number and percentage of citations appealed 274/10.4%
- i. The number and percentage of citations overturned or modified, or both
 

Supported	190/72%
Amended	39/15%
Deleted	34/13%

The number of citations either deleted or amended in this period represent 2.76% of the 2,637 citations issued. Approximately 97.4% of the citations issued in this period were either not appealed or supported in full.

**Note: The number of citations supported, amended and deleted does not equal the number of citations appealed because some are still pending at the end of this reporting period.**